

battery, dial tone, DTMF, and hook flash detection, to prevent chain dialing fraud. The call control platform also provides the ability to enable or disable the extra dialed digits feature, as well as to adjust the threshold of declaring and EDD event, and terminating the call/call attempt. Additionally, specific numbers on the special number list or specific inmate permit list can be limited. The EDD feature provides extra protection against chain dialing fraud.

Three-way call prevention for fraud protection will detect hook flash initiated 3-way calls along with detecting the momentary loss of line battery that is inherent in 3-way calls initiated within the same central office as the originating call. Using both of these detection methods concurrently produces a highly accurate detection process. This detection is accomplished in real-time and is active from the beginning of the call, when the call is connected, to the termination of the call. Unlike others in the marketplace whose attempt to monitor 3-way calls do not start until after the call is accepted.

Please refer to the Bell Atlantic Team's' sample reports located in TAB 30.

- 5.6.18 It is desirable that the proposed Inmate Calling System be capable of detecting extra dialed digits from either the called party or the inmate's telephone. The Bidder must describe, in its response, the options available to the DOC upon detection of the extra dialed digits. (i.e., call termination, system alarm, logging of call to the database, etc.)

Bell Atlantic Response: The proposed Inmate Calling System incorporates several methods of detecting and preventing a second dial tone when the called party hangs up. The platform uses battery, dial tone, DTMF, and hook flash detection, to prevent chain dialing fraud. The call control platform also provides the ability to enable or disable the extra dialed digits feature, as well as to adjust the threshold of declaring an EDD event, and terminating the call/call attempt. Additionally, specific numbers on the special number list or specific inmate permit list can be limited. The EDD feature provides extra protection against chain dialing fraud.

- 5.6.19 It is desirable that the proposed Inmate Calling System be capable of detecting unusual or suspicious number sequences dialed or dialing patterns which the system identifies as possible attempts to commit fraud. Bidder must describe, in its response, the options available to the DOC upon detection of the unusual or suspicious number sequences.

Bell Atlantic Response: The proposed Inmate Calling System is capable of detecting unusual or suspicious number sequences and dialing patterns. These numbers and dialing sequences are stored in the call detail records and are available for reporting via Tel-Base, T-NETIX' proprietary investigative/reporting tool. The Inmate Calling System does extensive edit checking of digits as they are dialed to determine validity before the call processing takes place. The DOC may query this information via PIN or inmate

telephone.

In addition to this security feature, the Bell Atlantic Team also proposes PIN-LOCK. PIN-LOCKSM Speaker Verification Service is a powerful new method of biometric authentication of a person's identity. This product is quick, natural, non-intrusive and cost effective. PIN-LOCK is based on the realization that each person's voice contains a unique signature which is very hard for others to imitate. As a means of identification, a person's voice may be as reliable as a fingerprint.

The potential of this technology in the correctional industry is tremendous. PIN-LOCK makes it practical for all correctional facilities to assign PIN numbers to inmates. Currently, in high turnover institutions, like large county jails and most state facilities, the cost and effort required to assign numbers to all inmates is too great. When an inmate is booked into a facility, he will be asked to say his name into a preprogrammed phone, four to five times. These repeated utterances of his name enroll the inmate into the system and becomes the basis for the inmate's personal voice verification file. This means of identification may be used in different parts of the prison to allow access to different areas, and secured from others.

When an inmate places a call, he first keys in his PIN, then the system will prompt him for his name. The inmate may be asked to repeat his name if the register of his voice does not appear the same. Once approved, which takes less than a second, the inmate can place his call.

This system is virtually fraud proof, as a voice print cannot be lost or stolen. This voice print may be used as a password.

Robust Front-End Processing: The front-end speech analysis is based on a patented approach that was developed for use in combat fighters where noise and poor transmission channels are the norm. This technology ensures higher accuracy when deployed in environments with significant channel distortions occur, such as cellular connections.

PIN-LOCKSM Voice Print Speaker Verification Technology

Process 1:

PIN-LOCK Enrollment consists of 6 general steps:

1. An inmate inputs their identity using a numeric identifier. Ultimately, the PIN-LOCK Voice Print database stores and indexes this numeric identifier to the inmate's PIN.
2. The Voice Response Unit prompts the inmate to speak their password a few times (typically 3 or 4). The technology aggregates the utterances to obtain a more robust

"average" voice print for the inmate.

3. The technology then analyzes the characteristics of the inmate's statements of the password (Feature Extraction). The process also results in characterization and isolation of the channel environment (i.e., line type, hand-set type).
4. The technology "segments" the voice utterance into its sub-word units in order to examine the utterance in greater detail. Optionally, the inmate's speech features are loaded in the "Boot-strap" anti-speaker pool to be used during other inmates' enrollment sessions.
5. The technology creates models for the voice segments using two independent processes: discriminant training in Neural Tree Networks, and statistical classification. The system compares voice segments from anti-speakers with similar voice characteristics to train the NTN's. In addition, the system determines the decision threshold score to be used during the Verification process. The decision threshold score is adjustable according the client's needs.
6. Finally, the system loads the inmate's PIN-LOCK Voice Print in the database, indexing it to their numeric identifier and to their decision threshold score to be used in the Verification process.

- 5.6.20 The proposed Inmate Calling System must allow the DOC to immediately and remotely turn telephones on and off. This shall be capable of being accomplished by individual telephones, groups of telephones, or an entire DOC facility by DOC staff with the appropriate authorization level.

Bell Atlantic Response: With ease of point and click technology, the DOC may immediately and remotely turn off a single station, groups of stations or facility wide. This is a password protected capability that will allow only authorized personnel to perform this function.

- 5.6.21 The Bidder must propose an Inmate Calling System that provides a quality of voice connections that meet or exceed appropriate industry standards in the United States and enacted by appropriate standards organizations for transmitted and received levels, noise, cross talk and frequency range. The Bidder must provide the DOC with the standard (i.e., Bellcore, ANSI, etc.) to which its Inmate Calling System will adhere.

Bell Atlantic Response: The proposed Inmate Calling System meets or exceeds all industry standards for voice quality. The Inmate Calling System is designed to well over 100 Bellcore standards in several categories. The main groups of standards the Inmate Calling System adheres to are:

- ✓ (FR) Frame Relay
- ✓ (ISDN) Integrated Services Digital Network
- ✓ (LSSGR) Lata Switching System Documents
- ✓ (OSSGR) Related Operator Services Documents
- ✓ (RQGR) Related Reliability and Quality Documents

✓ (TSGR) Related Transmission, Synchronization and Performance Documents

The Bell Atlantic Team would refer the DOC to the Bellcore Catalog of Technical Information for more detail of these Bellcore Standards Groups. T-NETIX also adheres to ITU International standards.

- 5.6.22 The voice quality level listed above shall be in place for all telephone services at all stages of a call and shall not be affected by any other Inmate Calling System feature, function or capability.

Bell Atlantic Response: The voice quality level will be in place for all telephone services at all stages of a call and shall not be affected by any other Inmate Calling System feature, function or capability.

records remotely on a predetermined basis for archiving (e.g., daily or weekly), and stores them off site in a secure vault. Locally and centrally, daily backups will be stored to DAT tape. T-NETIX also operates a redundant Data Center in Piscataway, New Jersey, for fail-safe record storage.

- 5.7.12 The Bidder must state, in its response, who retains ownership of all archived information, call detail, inmate records, etc.

Bell Atlantic Response: The Massachusetts DOC retains all ownership of inmate records. If the T-NETIX PEN-LOCK feature is utilized in this application, the proprietary voice templates created by the system will remain the property of T-NETIX, INC. These voice files will be licensed to the DOC for the duration of this contract.

System Reports

- 5.7.13 The proposed Inmate Calling System must provide reporting and querying methods and capabilities which provide maximum flexibility, a user friendly interface, speed, efficiency and accuracy. The Bidder must describe, in its response, the reporting capabilities of the proposed Inmate Calling System.

Bell Atlantic Response: The proposed Inmate Calling System has a comprehensive reporting system that has a group of standard reports augmented with an "ad-hoc" report writer. The over twenty standard reports provide information displays that on the basic categories for monitoring of the system. Examples of these reports include inmate activity, phone activity, most frequently called numbers and call volume activities. These reports can be selected directly from the user interface, allow entry of search fields (such as start and stop date for call records), and produce the results online. The reports may then either be viewed on the monitor or printed.

The ad-hoc report writer allows authorized users to directly select and format their own reports using a "query by example", visual interface. The user selects the data base tables to be accesses (such as call records or inmate information), then the selection logic is entered, and finally the report is formatted to include data to be displayed, sort order and summary levels. The generated report is viewed online and can be easily adjusted to satisfy user needs quickly efficiently and accurately.

- 5.7.14 The proposed Inmate Calling System must allow for the generation of reports by DOC facility, a combination of DOC facilities or all DOC facilities.

Bell Atlantic Response: The proposed Inmate Calling System will allow for report generation by DOC facility or a combination of facilities, or all DOCs. The Bell

Atlantic Team uses an ad hoc report writer that operates in a query by example mode, and allows the DOC personnel to easily generate reports that satisfies its needs.

- 5.7.15 The proposed Inmate Calling system must allow for the generation of reports by DOC personnel based on their user level restriction.

Bell Atlantic Response: The proposed Inmate Calling System will allow for the generation of reports by DOC personnel based on their user level restrictions. As noted above, this query by example report writer will allow qualified personnel to run any report required.

- 5.7.16 The proposed Inmate Calling system must allow for the generation of reports via a user-friendly interface. This interface must be a Graphical User Interface (GUI) such as Windows®. The Bidder must describe the user interface for generating reports in its response.

Bell Atlantic Response: The new Graphical User Interface (GUI) that is supplied with the system provides standard GUI techniques for inputting and selecting data. All system functions may be accessed using Windows type 'point and click' techniques utilizing a standard mouse-pointing device. Reports may be accessed simply by selecting the 'Reports Menu' item from the Main Menu. Selection of the 'Reports Menu' will reveal a secondary menu of preprogrammed reports that can viewed or printed. Preprogrammed reports may easily be added to this menu as required.

The ad-hoc reporting tool uses visual programming concepts to guide the user in the creation of reports in the easiest, most efficient manner.

- 5.7.17 It is desirable that the proposed Inmate Calling System management, administration and reporting functions operate in a Microsoft Windows NT® environment.

Bell Atlantic Response: The enhanced platform operates all administrative and reporting functions in a Microsoft Windows NT operating system environment. The new Graphical User Interface that is supplied with the system provides standard Windows NT GUI techniques for inputting and selecting data. All system functions and reports may be accessed using Windows type 'point and click' techniques utilizing a standard mouse-pointing device.

- 5.7.18 The proposed Inmate Calling system must allow for the generation of standard system reports as well as reports customized for the specific needs of the DOC.

Bell Atlantic Response: As discussed in item 5.7.13, Tel-Base is a fully functional investigative/reporting tool that has many standard reports and can customize any report to the specifications of the DOC, based on any of the call detail records

or any other data contained in the Oracle Data base.

- 5.7.19 The Bidder must include samples of its standard system reports in its response.

Bell Atlantic Response: Copies of Standard Reports have been included in TAB 30.

- 5.7.20 The proposed Inmate Calling system must allow for selected reports to be generated automatically based on DOC criteria (i.e., time of day, volume of calls, particular inmate, etc.). The Bidder must describe, in its response, all options available to the DOC for this automatic report generation.

Bell Atlantic Response: Dependent upon the requirements of the DOC, reports may be set to automatically generate daily, weekly, monthly or on an ad hoc basis. This includes time of day, volume of calls, specific inmates or PLNs. Tel-Base is virtually unlimited in its ability to generate any report at any time.

- 5.7.21 The proposed Inmate Calling system must allow for automatic generation of reports on a DOC facility or system wide basis.

Bell Atlantic Response: From the data center in Foxboro, the proposed Inmate Calling System has the ability to generate reports on a system wide or facility basis. Reports may also be generated from each facility.

- 5.7.22 The proposed Inmate Calling system must provide adequate processing power to allow for rapid search and report generation capabilities.

Bell Atlantic Response: The main server and the administrative system workstation will be configured with more than enough processing power to allow for rapid searches and report generation capabilities.

- 5.7.23 The proposed Inmate Calling system must allow for all report data to be stored in an ASCII file format on removable electronic storage media (i.e., tape, CD-ROM, high capacity diskette, etc.).

Bell Atlantic Response: The proposed Inmate Calling System does allow for all report data to be stored in an ASCII file format on removable storage media.

- 5.7.24 It is desirable that the proposed Inmate Calling System allow for report data to be stored in other electronic format (i.e., standard DBF format, FileMaker® format, Microsoft Excel® format, etc.). The Bidder must list the available electronic formats in its response.

Bell Atlantic Response: The proposed Inmate Calling System does allow for data to be stored to other electronic formats. The Bell Atlantic Team will work with

the DOC to accommodate their needs. Formats available include Oracle, Excel®, Paradox, Microsoft Access and DBF.

- 5.7.25 The proposed Inmate Calling system must allow for all reports to be viewed in hard copy format or viewed on-line at by a user with the proper access level.

Bell Atlantic Response: All Tel-Base reports may be viewed in hard copy or on screen by a user with the proper security level access.

- 5.7.26 The proposed Inmate Calling system must provide for the following reports, at a minimum, to be generated by the DOC:

Bell Atlantic Response: As detailed in item 5.7.13, Tel-Base meets all of the reporting requirements in 5.7.26.1 through 5.7.26.16. Please find sample reports in TAB 30.

- 5.7.26.1 Chronological List of Calls
- 5.7.26.2 Daily Call Volume Summary
- 5.7.26.3 Dally Call Volume Detail
- 5.7.26.4 Inmate Account Summary
- 5.7.26.5 Inmate Account Detail
- 5.7.26.6 Frequently Dialed Numbers
- 5.7.26.7 Specific Telephone Number Dialed Usage
- 5.7.26.8 Suspended Inmate Account
- 5.7.26.9 Alert Notification
- 5.7.26.10 Telephone Numbers Called by More Than One Inmate
- 5.7.26.11 Telephone Numbers Assigned to More Than One Inmate Account
- 5.7.26.12 Quantity of Calls per Inmate Account
- 5.7.26.13 Quantity of Minutes per Inmate Account
- 5.7.26.14 Blocked Telephone Number List
- 5.7.26.15 Local Exchange Volume (by Exchange)
- 5.7.26.16 Area Code Volume (by Area Code)

- 5.7.27 It is desirable that the Bidder allow access to system reporting information via an Intranet application accessible through the Internet. All access will be via password protected id, secure application or id card.

Bell Atlantic Response: The proposed Inmate Calling System incorporates a robust security scheme that is used to protect access to all functions of the system. Six security levels are included in the system to provide access control for system features and system configuration. Security profiles can be built for each user to specify the user's access rights including selective menu and feature access.

For example, a Level One user may have access to all system features including the ability to setup facility and security access, whereas a Level Two may have

access to all system features except security access. Once the security profiles are created, they can then be assigned to one of the six security access levels. Access from the Internet will pose a potential security risk of unauthorized users. This feature would demand the use of a robust 'firewall' to limit this potential security risk. The Bell Atlantic Team will work with the DOC to explore the possibility of using this feature.

Inmate Account Information

- 5.7.28 The Bidder must describe in detail, in its response, the options for the DOC in regards to inmate account information. This description must include such items as PIN (6 digits minimum), length of inmate name fields (first, middle, last), identifier of DOC facility, identifier of unit within DOC facility, comments field, language preference field, account activation date, date of arrival, current status, etc.

Bell Atlantic Response: The current PIN system is 6 digits. The Inmate Calling System has the capability of going from four to twelve PIN digits. The PIN numbering scheme would begin with a facility identifier, and could include a pod or group identifier, then follow with the inmates PIN code. In this manner, when an inmate is transferred to another group or facility, the inmate's basic PIN would remain the same, while the facility identifiers would change.

The inmate account information includes the following information:

Facility Code	8 characters
Personal Identification Number	12 characters
Inmate Last Name	40 characters
Inmate Middle Name	20 characters
Inmate First Name	20 characters
Active Status	Yes/No Flag
Language Preference	Selection
Require Calling List	Yes/No Flag
Housing Unit ID	Selection
File Activation Date	Date
Inmate Arrival Date	Date
Account Balance	Money Value
Account Status	Selection
Suspension Start Date	Date
Suspension Duration	Days
Personal Privilege	Yes/No Flag
Voice Recording Status	Selection
Created By	Selection
Created Date	Date
Modified By	Selection
Modified Date	Date

Inmate Sex
Class of Service
Alerts
Comment Field

Selection
Selection
Selection
Unlimited

- 5.7.29 The proposed Inmate Calling System must provide alert levels to be placed on each particular inmate's account information. Such alert levels must be viewable in real time mode via the system administration terminal or via printed report.

Bell Atlantic Response: Alerts may be assigned to PINs or destination numbers to inform investigators of certain events. The alerts can be programmed to inform only authorized personnel as specified in the user security profiles. Alerts can be programmed to provide visual indications on system user terminals, audible alerts, or print reports.

- 5.7.30 The proposed Inmate Calling System must provide for telephone lists to be assigned to each particular inmate's account information. These telephone lists must be restricted and controlled by the inmate's PIN.

Bell Atlantic Response: Each inmate will be assigned an Approved Number List. These lists are restricted and controlled by the inmate's PIN.

- 5.7.31 The proposed Inmate Calling System must allow for a minimum of 30 telephone numbers to be assigned to each particular inmate's account information. These telephone numbers shall be placed in the particular inmate's "Approved Number List" assigned to the inmate's PIN.

Bell Atlantic Response: The proposed Inmate Calling System has a standard of 30 numbers for each inmate's Approved Number List, but is expandable to an unlimited number.

- 5.7.32 The proposed Inmate Calling System must allow the DOC to restrict an inmate under disciplinary action from placing all calls assigned to his particular PIN with the exception of privileged numbers.

Bell Atlantic Response: The proposed Inmate Calling System allows the DOC to restrict an inmate under disciplinary action from placing any calls from his allowed number list associated with his/her particular PIN with the exception of privileged numbers.

- 5.7.33 The Bidder must state the maximum number of telephone numbers assignable to each inmate's account.

Bell Atlantic Response: The current minimum numbers on the inmates' allowed number list is thirty, and can be configured for as many numbers as the DOC

would require.

- 5.7.34 The proposed Inmate Calling System shall provide DOC personnel with the capability to enter, modify, and delete numbers for inmate "Approved Number Lists".

Bell Atlantic Response: The Bell Atlantic Team's' proposed Inmate Calling System does provide DOC personnel the capability to enter, modify and delete numbers from the inmates' Approved Number Lists.

- 5.7.35 The proposed Inmate Calling System shall provide the capability to flag each individual telephone number in the inmate's "Approved Number List" as "do not record". The default setting for each telephone number will be to record until flagged by DOC personnel to the contrary.

Bell Atlantic Response: Any call in the inmate's Approved Number List may be flagged as a 'do not record' telephone number. All calls in the approved number list will not be flagged unless specifically directed by the DOC.

- 5.7.36 The proposed Inmate Calling System shall provide the preference of English or Spanish voice messages or prompts depending on the individual inmate's account information. The default setting for each inmate shall be English until flagged by DOC personnel to Spanish.

Bell Atlantic Response: The proposed Inmate Calling System does provide the preference of English or Spanish voice messages or prompts on the individual inmate's account information. The default setting is English unless flagged by DOC personnel to be Spanish.

- 5.7.37 It is desirable that the proposed Inmate Calling System provide standard language prompts other than English and Spanish. Each language provided must be controlled by the inmate's account information. The Bidder must provide a list of languages available with the proposed Inmate Calling System.

Bell Atlantic Response: English is the standard default language in the proposed Inmate Calling System. Spanish is the secondary language. Other languages that are available are Lakota Sioux, Vietnamese, French and Arabic. Deployment of any languages other English or Spanish will require sixty day lead time. Development of new languages not currently supported will require at least 90 days lead time.

- 5.7.38 It is desirable that the proposed Inmate Calling System be capable of assigning an inmate's account to an individual telephone or group of telephones so that the inmate's account may only place calls from those designated telephones. These telephones must still be capable of being used by inmate accounts not specifically assigned to them.

Bell Atlantic Response: The proposed Inmate Calling System is capable of assigning an inmate's account to an individual telephone or group of telephones so that the inmate's account may only place calls from those designated telephones. These telephones will still be capable of being used by inmate accounts not specifically assigned to them.

- 5.7.39 The proposed Inmate Calling System must allow DOC staff to enable or disable an inmate's ability to receive account information over the telephone (when the system is operating in debit, PIN controlled mode).

Bell Atlantic Response: The system can control by PIN the inmate's ability to receive account information.

Additional Operation Requirements

- 5.7.40 It is desirable that the proposed Inmate Calling System be capable of being configured to control the amount of time between inmate completed calls. The proposed Inmate Calling System must be capable of placing the limit on direct dialed, collect or both types of calls. The DOC shall be capable of enabling and disabling this feature. This time interval shall be configurable by minute increments.

Bell Atlantic Response: The 'class of service' feature will allow the metering of calls including the ability to control the amount of time between calls and the number, duration, or dollar amount, limits on all types of calls.

Section 7

Cost Proposal Instructions

- 7.1** The Bidder shall submit a cost proposal that provides two (2) separate categories related to cost involved with the proposed Inmate Calling System. These categories are:

- 7.1.1** Collect Only Commission Fee Percentage Schedule
- 7.1.2** Debit Based Commission Fee Percentage Schedule

Bell Atlantic Response: The Bell Atlantic Team has provided two (2) separate cost proposals as outlined above. Please see our Commission Fee Schedules in TAB 10

- 7.2** Collect Only Commission Fee Schedule

- 7.2.1** The Bidder must propose a percentage of revenue dollars expended by the inmate calling system while operating in a collect only or combination collect only/debit based mode that will be paid to the Commonwealth of Massachusetts during the term of this contract for Inmate Calling System and Related Services.

Bell Atlantic Response: The Bell Atlantic Team has proposed a percentage of revenue dollars expended by the inmate calling system while operating in a collect only or combination collect only/debit based mode that will be paid to the Commonwealth of Massachusetts during the term of this contract for Inmate Calling System and Related Services. Please see our Commission Fee Schedule in TAB 10

- 7.2.2** The Commission Percentage quoted will be the commission schedule for the term of this contract and no change in this commission percentage (lower or higher) will be made without the express written agreement of the Commonwealth of Massachusetts and the Department of Correction.

Bell Atlantic Response: The quoted commission percentage is for the life of the contract and the Bell Atlantic Team understands that no changes will be made to the commission schedule without the expressed written agreement of the Commonwealth of Massachusetts and the Department of Correction.

- 7.2.3** The Commission Revenue paid to the Commonwealth will be based on Gross Revenue. Gross Revenue is defined as revenue for all accepted calls without exception. The Bidder shall not deduct fraudulent, uncollectible or unbillable calls from the Gross Revenue prior to applying the Commission Percentage Rate for the DOC

Bell Atlantic Response: The commission that the Bell Atlantic Team will pay to the

Commonwealth will be based on Gross Revenue. Gross Revenue is understood to mean revenue for all accepted calls without exception. The Bell Atlantic Team will not deduct fraudulent, uncollectible or unbillable calls from the Gross Revenue prior to applying the Commission Percentage Rate for the DOC.

- 7.2.4 The Bidder must agree, in its proposal, that a check for the commission amount will be sent to the DOC no later than 45 days after the close of the billing month. For example, a commission check for calls made during April will be forwarded to the DOC no later than June 15th.

Bell Atlantic Response: The Bell Atlantic Team agrees that the check for the commission amount will be sent no later than 45 days after the close of the billing month.

- 7.2.5 The Bidder must provide with its commission check a summary report that includes the following (refer to Attachment E for sample):

- Total Commission Figure Broken Down by Site
- Listing of Total Minutes, Total Calls by Inmate Telephone by Site

Bell Atlantic Response: The Bell Atlantic Team will provide a summary report which includes the listed information above. The Bell Atlantic Team will also provide ad hoc reports to the DOC at any time the DOC requests a report.

- 7.2.6 The proposed Inmate Calling System and Related Services will be provided for all DOC facilities at no cost to the DOC for installation, training, operation and maintenance of the system or its components.

Bell Atlantic Response: The Bell Atlantic Team will provide the proposed Inmate Calling System at no cost to the DOC for installation, training, operation and maintenance of the system or its components.

- 7.2.7 The Bidder is responsible for replacement of the Inmate Calling System in its entirety or its individual components regardless of cause including, but not limited to, normal wear/use, inmate abuse, natural disaster, or inmate unrest. This system or component replacement will be performed at no cost to the DOC and will occur immediately upon notification to the Bidder of the system problem by the DOC facility.

Bell Atlantic Response: The Bell Atlantic Team understands that it is responsible for replacement of the Inmate Calling System in its entirety or its individual components regardless of cause including, but not limited to, normal wear/use, inmate abuse, natural disaster, or inmate unrest. This system or component replacement will be performed at no cost to the DOC and will occur immediately upon notification to the Bell Atlantic Team of the system problem by the DOC facility.

7.3 Debit Based Commission Fee Schedule

7.3.1 The Bidder shall provide debit based calling for the following types of direct dial calls:

- Local Exchange Calls (Local Calling Area of the DOC Institution)
- Intra-LATA Toll Calls
- Intra-State, Inter-LATA Calls
- Inter-State, Inter-LATA Calls
- International Calls (Refer to Cost Sheets in Attachment C)

Bell Atlantic Response: The Bell Atlantic Team will provide debit based calling for the types of direct dialed calls listed above.

7.3.2 The Inmate Calling System shall reduce inmate "telephone accounts" in whole minute increments for all direct dial calls.

Bell Atlantic Response: The Inmate Calling System will reduce inmate "telephone accounts" in whole minute increments for all direct dial calls.

7.3.3 The Bidder must propose a percentage of revenue dollars expended by the inmate calling system while operating in debit based mode that will be paid to the Commonwealth of Massachusetts during the term of this contract for Inmate Calling System and Related Services.

Bell Atlantic Response: The Bell Atlantic Team has proposed a percentage of revenue dollars expended by the inmate calling system while operating in debit based mode that will be paid to the Commonwealth of Massachusetts during the term of this contract for Inmate Calling System and Related Services. Please see our Commission Schedules in TAB 10

7.3.4 The Bidder must describe, in its response, how it intends to operate in debit-based mode and provide a percentage commission to the DOC for these inmate calls.

Bell Atlantic Response: The Bell Atlantic Team has described the debit-based calling mode in detail in Section 5 of our Response. The debit based commission schedule can be found in TAB 10

7.3.5 The Commission Percentage quoted will be the commission schedule for the term of this contract and no change in this commission percentage (lower or higher) will be made without the express written agreement of the Commonwealth of Massachusetts and the Department of Correction.

Bell Atlantic Response: The quoted commission percentage is for the life of the contract and the Bell Atlantic Team understands that no changes will be made to

the commission schedule without the expressed written agreement of the Commonwealth of Massachusetts and the Department of Correction.

- 7.3.6 The Commission Revenue paid to the Commonwealth will be based on Gross Revenue. Gross Revenue is defined as revenue for all accepted calls without exception. The Bidder shall not deduct fraudulent uncollectible or unbillable calls from the Gross Revenue prior to applying the Debit Based Commission Percentage Rate for the DOC,

Bell Atlantic Response: The commission that the Bell Atlantic Team will pay to the Commonwealth will be based on Gross Revenue. Gross Revenue is understood to mean revenue for all accepted calls without exception. The Bell Atlantic Team will not deduct fraudulent, uncollectible or unbillable calls from the Gross Revenue prior to applying the Debit Based Commission Percentage Rate for the DOC.

- 7.3.7 The Bidder must agree, in its proposal, that a check for the commission amount will be sent to the DOC no later than 45 days after the close of the billing month. For example, a commission check for calls made during April will be forwarded to the DOC no later than June 15 th .

Bell Atlantic Response: The Bell Atlantic Team agrees that the check for the commission amount will be sent no later than 45 days after the close of the billing month.

- 7.3.8 The Bidder must provide with its commission check a summary report that includes the following (refer to Attachment E for sample):

- Total Commission Figure Broken Down by Site
- Listing of Total Minutes, Total Calls by Inmate Telephone by Site

Bell Atlantic Response: The Bell Atlantic Team will provide a summary report which includes the listed information above. The Bell Atlantic Team will also provide ad hoc reports to the DOC at any time the DOC requests a report.

- 7.3.9 The proposed Inmate Calling System and Related Services will be provided for all DOC facilities at no cost to the DOC for installation, training, operation and maintenance of the system or its components.

Bell Atlantic Response: The Bell Atlantic Team will provide the proposed Inmate Calling System at no cost to the DOC for installation, training, operation and maintenance of the system or its components.

- 7.3.10 The Bidder is responsible for replacement of the Inmate Calling System in its entirety or its individual components regardless of cause including, but not limited to, normal wear/use, inmate abuse, natural disaster, or inmate unrest. This system or component replacement will be performed at no cost to the DOC and will occur immediately upon

Attachment C

Mandatory Cost Tables

Attachment C

Mandatory Cost Tables

The Bidder must complete all of the following Cost Tables. The proposed Inmate Calling System and Related Services must be provided to the Massachusetts Department of Correction at no cost to the DOC. Costs proposed in these Cost Tables will be the Commission Percentage paid to the Commonwealth for all inmate calls made through the proposed system while in Collect-only Mode or Debit-Based.

The Bidder must include the Inmate Calling System and Related Services according to the RFR specifications for all goods and services. Any and all costs must be entered in U.S. currency. The Bidder should be careful when it completes these Cost Tables because the Bidder shall be responsible for any and all costs not included in these Cost Tables.

These cost tables must be provided in your proposal.

I am authorized by the Bidder to provide these costs and commission fee schedule in response to this RFR.

Bidder: Bell Atlantic

Signature: Lorraine E. Chickering

Name: Lorraine E. Chickering

Title: President

Date: 7/16/98

COST TABLE 1.0

COLLECT ONLY COMMISSION FEE SCHEDULE

Bidders must complete Cost Table 1.0 on the following page. Feel free to make copies for this table for inclusion with your response.

The Cost Table on the following page must be included in the Bidder's Cost Proposal. This Cost Table provides the percentage of revenue dollars expended by the inmate calling system while operating in a collect only or combination collect only/debit based mode that will be paid to the Commonwealth of Massachusetts during the term of this contract for Inmate Calling System and Related Services.

This Cost Table 1.0 (Commission Sheet) completed by the Bidder will be made an integral part of the Bidder's Contract with the DOC. The Commission Percentage quoted will be the commission schedule for the term of this contract and no change in this commission percentage (lower or higher) will be made without the express written agreement of the Commonwealth of Massachusetts and the Department of Correction.

The Commission Revenue paid to the Commonwealth will be based on Gross Revenue. Gross Revenue is defined as revenue for all accepted calls without exception. The Bidder shall not deduct fraudulent, uncollectible or unbillable calls from the Gross Revenue prior to applying the Commission Percentage Rate for the DOC.

All costs for the proposed hardware, software, maintenance, service, etc. for the proposed Inmate Calling System shall be the responsibility of the Bidder. No costs for such items shall be included in Cost Table 1.0.

AMENDED COST TABLE 1.0

COLLECT ONLY COMMISSION FEE SCHEDULE

The following stated percentage is the figure used to calculate the monthly Commission paid to the Commonwealth of Massachusetts for all accepted 1 telephone calls placed through the Inmate Calling System. This percentage will be based on monthly Gross Revenue 2 attributed to the Inmate Calling System for all local, intra-LATA, inter-LATA and International calling traffic.

In addition, the Bidder must quote the per call surcharge associated with collect calls within Massachusetts and collect calls outside of Massachusetts. The maximum per call surcharge allowed by the DOC for collect calls within Massachusetts is \$1.50.

All portions of Section 7.0 including sub-section 7.2 have been read in its entirety and agreed to full.

**Proposed Monthly
Commission Percentage:**

**42% with Dictaphone equipment or
40% with Schlumberger equipment**

**Proposed Per Call
Surcharge Rate:**

**Bell Atlantic intraLATA calls: \$.86
AT&T: intrastate interLATA calls (only calls to 413 area code):
\$1.50**

(Within Massachusetts)

**Proposed Per Call
Surcharge Rate:
(Outside Massachusetts)**

AT&T calls: \$3.00

All commissions will be paid as defined in Section 5.4.8

Bell Atlantic agrees to continue billing all called parties the per call surcharge of \$0.86 on all local, intraLATA calls. At this time Bell Atlantic has no immediate plans to change that rate. If, during the life of the contract, changes in either business or regulatory requirements necessitate rate changes, Bell Atlantic will inform the DOC prior to any such changes.

1 Accepted calls are defined as those inmate collect calls positively approved by the called party either through the use of Touch Tone signal or voice statement.

2 Gross Revenue is defined as all accepted collect calls placed through the Inmate Calling System without exception. No deduction for fraudulent, uncollectible or unbillable calls is allowed.

AMENDED COST TABLE 1.0 (CONT.)

I am authorized by the Bidder to provide these costs and commission fee schedule in response to this RFR.

Bidder: Bell Atlantic
Signature: [Signature]
Name: Lorraine E. Chickering
Title: President
Date: 7/16/98

COST TABLE 2.0

DEBIT BASED COMMISSION FEE SCHEDULE

Bidders must complete Cost Table 2.0 on the following page. Feel free to make copies for this table for inclusion with your response.

The Cost Table on the following page must be included in the Bidder's Cost Proposal. This Cost Table provides the percentage of revenue dollars expended by the inmate calling system while operating in a debit based mode that will be paid to the Commonwealth of Massachusetts during the term of this contract for Inmate Calling System and Related Services.

This Cost Table 2.0 (Commission Sheet) completed by the Bidder will be made an integral part of the Bidder's Contract with the DOC. The Commission Percentage quoted will be the commission schedule for the term of this contract and no change in this commission percentage (lower or higher) will be made without the express written agreement of the Commonwealth of Massachusetts and the Department of Correction.

The Commission Revenue paid to the Commonwealth will be based on Gross Revenue. Gross Revenue is defined as revenue for all accepted calls without exception. The Bidder shall not deduct fraudulent, uncollectible or unbillable calls from the Gross Revenue prior to applying the Commission Percentage Rate for the DOC.

All costs for the proposed hardware, software, maintenance, service, etc. for the proposed Inmate Calling System shall be the responsibility of the Bidder. No costs for such items shall be included in Cost Table 2.0.

COST TABLE 2.0


DEBIT BASED COMMISSION FEE SCHEDULE

The following stated percentage is the figure used to calculate the monthly Commission paid to the Commonwealth of Massachusetts for all accepted³ telephone calls placed through the Inmate Calling System. This percentage will be based on monthly Gross Revenue⁴ attributed to the Inmate Calling System for all local, intra-LATA, inter-LATA and International calling traffic.

All portions of Section 7.0 including sub-section 7.3 have been read in its entirety and agreed to in full.

Proposed Monthly	
Commission Percentage:	42% with Dictaphone equipment or 40% with Schlumberger equipment

I am authorized by the Bidder to provide these costs and commission fee schedule in response to this RFR.

Bidder:	<u>Bell Atlantic</u>
Signature:	<u></u>
Name:	<u>Lorraine E. Chukering</u>
Title:	<u>President</u>
Date:	<u>7/16/98</u>

All commissions will be paid as defined in Section 5.4.8

³ Accepted calls are defined as those inmate collect calls positively approved by the called party either through the use of Touch Tone signal or voice statement.

⁴ Gross Revenue is defined as all direct dialed calls placed through the Inmate Calling System without exception. No deduction for fraudulent, uncollectible or unbillable calls is allowed.

May, 1998

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COST TABLE 3.0 INTERNATIONAL CALL PER-MINUTE SCHEDULE

Bidders must complete Cost Table 2.0 on the following page. Feel free to make copies for this table for inclusion with your response.

The Cost Table on the following page must be included in the Bidder's Cost Proposal. This Cost Table provides the proposed per-minute cost for inmate calling to countries/locations outside of the North American Dialing Plan.

This Cost Table 3.0 (International Calling Costs) completed by the Bidder will be made an integral part of the Bidder's Contract with the DOC. The Bidder must list all countries/locations to which it can provide collect only or direct dial (debit based) calls. In the appropriate column, the Bidder must enter the per call surcharge, per minute rate (collect calls) and per minute rate (direct dial).

All rates (with the exception of the per call surcharge) must be quoted on a per minute basis. No per call minimum will be allowed for international calling.

Please do not leave any spaces empty in the Cost Table on the following page. For example, if you provide direct dial service to the United Kingdom but do not provide access to this country in a collect mode, place "Not Available" in the space provide for "Per Call Surcharge" and "Collect Call Rate".

All costs for the proposed hardware, software, maintenance, service, etc. for the proposed Inmate Calling System shall be the responsibility of the Bidder. No costs for such items shall be included in Cost Table 3.0.

COST TABLE 3.0

INTERNATIONAL CALL PER-MINUTE SCHEDULE

Bidders must complete Cost Table 3.0 and include it in their response. Feel free to make as many copies for this table as required for inclusion with your response.

Country/Location	Per Call Surcharge	Collect Only Rate	Direct Dial Rate
	0	N/A	see attached chart
	0	N/A	see attached chart
	0	N/A	see attached chart

Please be advised there will be no per call surcharge whatsoever on the attached list containing international debit rates. No collect only international calling will be permitted. Most important, please be advised Bell Atlantic will pay the Commonwealth a 42% commission on all international debit calls. Please refer to Tab 23 for calling procedures for international calls.

All commissions will be paid as defined in Section 5.4.8